

## Element Performance Inspection (EPI) Data Collection Tool

### 1.3.18 De-Icing Program (AW)

#### ELEMENT SUMMARY INFORMATION

**Purpose of this Element** (certificate holder's responsibility):

- To ensure that aircraft are dispatched or released only when no frost, ice, or snow is adhering to the wings, control surfaces, propellers, engine inlets, or other critical surfaces of the aircraft in accordance with its approved ground deicing/anti-icing program.

**Objective** (FAA oversight):

- To determine the effectiveness of the certificate holder's procedures in meeting the desired output of the process.
- To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Deicing Program.
- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Deicing Program.

**Specific Instructions:**

- Intentionally left blank

**Related EPIs:**

- 1.2.1 Airworthiness Release / Logbook Entry (AW)
- 1.3.8 Control of Calibrated Tools and Test Equipment (AW)
- 1.3.14 General Maintenance Manual / Equivalent (AW)
- 2.1.1 Manual Currency (AW)
- 2.1.2 Content Consistency Across Manuals (AW)
- 2.1.3 Distribution (Manuals) (AW)
- 2.1.4 Availability (Manuals) (AW)
- 3.1.7 De-Icing Program (OP)
- 4.2.1 Maintenance Training Program (AW)
- 5.1.1 Line Stations (AW)

#### SUPPLEMENTAL INFORMATION

**Specific Regulatory Requirements (SRRs):**

- SRRs:
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(2)
  - 121.135(b)(3)
  - 121.629(c)(1)(i)
  - 121.629(c)(1)(ii)
  - 121.629(c)(1)(iii)
  - 121.629(c)(1)(iv)
  - 121.629(c)(2)
  - 121.629(c)(2)(i)
  - 121.629(c)(2)(ii)

- SRRs:
  - 121.629(c)(2)(iii)
  - 121.629(c)(2)(iv)
  - 121.629(c)(2)(v)
  - 121.629(c)(2)(vi)
  - 121.629(c)(2)(vii)
  - 121.629(c)(3)
  - 121.629(c)(4)

**Related CFRs & FAA Policy/Guidance:**

- Related CFRs:
  - Intentionally left blank
- FAA Policy/Guidance:
  - FAA Order 8300.10, volume 2, chapter 4
  - FAA Order 8300.10, volume 3, chapter 131
  - Notice 8000.308
  - Notice 8000.309
  - Notice 8000.313
  - AC 120-60B

### EPI SECTION 1 - PERFORMANCE OBSERVABLES

**Objective:** (FAA oversight responsibility): The tasks and questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder follows its written procedures and controls and meets the established performance measures of the process. To accomplish this, questions have been generated to test both the outputs of the process as well as the process itself. Question 1 and its following subquestions are directed at the output(s) of the process, whereas questions 2-6, when answered, should be directed at the process itself

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the policies, procedures, instructions, and information for the Deicing Program contained in the certificate holder's manual.
3.	Review the last accomplished associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements, and interface attribute section responses.
4.	Observe the Deicing Program to gain an understanding of the procedures, instructions, and information contained in the certificate holder's manual.
5.	Discuss the Deicing Program with the personnel (other than management) who perform the duties and responsibilities required by the program.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Determine whether the following performance measures were met:	
1.1.	Did the certificate holder and/or its vendors properly deice/anti-ice the aircraft prior to takeoff, preventing it from taking off with frost, ice, or snow adhering to the wings, control surfaces, propellers, engine inlets, or other critical surfaces?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2	Were personnel conducting deicing/anti-icing operations on the certificate holder's aircraft adequately trained and qualified?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Did the certificate holder use adequate chemical storage facilities and dispensing equipment to conduct operations in icing conditions?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Were the certificate holder's policies, procedures, instructions, and information, contained in its manual, for the Deicing Program followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Were the Deicing Program controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Did the records for the Deicing Program comply with the instructions provided in the certificate holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Were the process measurements for the Deicing Program effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>EPI SECTION 1 - PERFORMANCE OBSERVABLES</b> <b>Drop-Down Menu</b>	
1.	Personnel.
2.	Tools and Equipment.
3.	Technical Data.
4.	Procedures, policies or instructions or information.
5.	Materials.
6.	Facilities.
7.	Controls.
8.	Process Measures.
9.	Interfaces.
10.	Desired Outcome.
11.	Other.

## EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

**Objective:** The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
	NOTE: If no personnel or major program changes (as defined by the principal inspector (PI)) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3–6, below. Answer questions 1 and 2, below, and provide the name/title.
1.	Identify the person who has overall responsibility for the Deicing Program.
2.	Identify the person who has overall authority for the Deicing Program.
3.	Review the duties and responsibilities for the person(s) who manage the Deicing Program documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.
5.	Discuss the Deicing Program with the management personnel identified in tasks 1 and 2.
6.	Evaluate the qualifications and work experience of the management personnel identified in tasks 1 and 2.

### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Is there a clearly identified person who is responsible for the quality of the Deicing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Is there a clearly identified person who has authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Deicing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the responsible person know that he/she has responsibility for the Deicing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
4.	Does the person with authority know that he/she has authority for the Deicing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
5.	Does the person with responsibility for the Deicing Program meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
6.	Does the person with authority to establish and modify the Deicing Program meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
7.	Does the person with responsibility understand the controls, process	<input type="checkbox"/> Yes

	measurements, and interfaces, associated with the Deicing Program?	<input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
8.	Does the person with authority understand the controls, process measurements, and interfaces associated with the Deicing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
9.	Does the responsible person know who has authority to establish and modify the Deicing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
10.	Does the individual with authority know who has the responsibility for the Deicing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

<b>EPI SECTION 2 - MANAGEMENT RESPONSIBILITY &amp; AUTHORITY OBSERVABLES</b>	
<b>Drop-Down Menu</b>	
1.	Assignment of responsibility.
2.	Assignment of authority.
3.	Does not understand procedures, policies or instructions and information.
4.	Does not understand controls.
5.	Does not understand process measurements.
6.	Does not understand interfaces.
7.	Span of control.
8.	Position vacant.
9.	Other.